Rural and Tribal Elder Justice Summit Materials

Click here to download the Rural and Tribal Elder Justice Resource Guide.
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Day 1 – November 14, 2018

9:00 am  Welcome and Opening Remarks
Master of Ceremony: Antoinette T. Bacon, National Elder Justice Coordinator, Associate Deputy Attorney General, United States Department of Justice
Speakers:
Matthew Whitaker, Acting Attorney General, United States Department of Justice
Anne Hazlett, Assistant to the Secretary for Rural Development, United States Department of Agriculture
Lance Robertson, Assistant Secretary for Aging and Administrator, Administration for Community Living, United States Department of Health and Human Services
R. Joel Levin, Director, Chicago Regional Office, Securities and Exchange Commission
Tom Miller, Attorney General of Iowa

10:15 am  Break

10:30 am  Challenges and Opportunities in Rural and Tribal Communities
This panel will discuss the unique challenges and opportunities associated with addressing elder abuse in rural and tribal communities.
Moderator: Andy Mao, Coordinator, Elder Justice Initiative, Department of Justice

11:45 am  Lunch (on your own)

1:00 pm  The Administration’s Efforts to Help Rural and Tribal Communities Address the Opioid Epidemic
Speaker: June S. Sivilli, Division Chief, Public Health and Public Safety, Office of Policy, Research and Budget, Office of National Drug Control Policy, Executive Office of the President

1:15 pm  Federal Efforts to Support Rural and Tribal Communities
This panel will highlight federal efforts to support rural and tribal communities and the impact those efforts have on the ability of local communities to combat elder abuse.
Moderator: Trent Shores, United States Attorney for the Northern District of Oklahoma, Chair of Attorney General’s Advisory Committee on Native American Issues
Panelists:
Larry Curley, Navajo Nation, Director of Program Development, Rehoboth McKinley Christian Health Care Services
Megan Gilligan, Assistant Professor, Department of Human Development and Family Studies, and Faculty Associate, Gerontology Program, Iowa State University
Alexis Skoufalos, Associate Dean, Strategic Development, Executive Director, Center for Population Health Innovation, Jefferson College of Population Health
Pamela B. Teaster, Professor and Director, Center for Gerontology, Virginia Tech

1:30 pm  Moderators:
Trent Shores, United States Attorney for the Northern District of Oklahoma, Chair of Attorney General’s Advisory Committee on Native American Issues

2:45 pm  Break

3:00 pm  Showcasing the Strength of Rural Communities (Ballroom)
This panel will spotlight promising and innovative practices to respond to elder abuse in rural communities that build upon their inherent strength.

3:00 pm  Showcasing the Strength of Tribal Communities (Breakout Room)
This panel will showcase promising practices used by elder justice professionals for responding to elder abuse in tribal communities.
Moderator: Ron Parsons, United States Attorney for the District of South Dakota
Panelists:
Robert Biancalana, President, Matz, Biancalana and Associates, and National Coordinator, Elder Justice Coalition

Panelists:
Bill Benson, National Policy Advisor, National Adult Protective Services Association
William Johnson, State Resource Prosecutor for Elder and Disabled Abuse for the Prosecuting Attorneys’ Council of Georgia
Sandy Markwood, Chief Executive Officer, National Association of Area Agencies on Aging
Nicole Parshall, Staff Attorney and Director of the Elder Justice Navigator Project, Center for Elder Law & Justice
Marit Anne Peterson, Program Director, Minnesota Elder Justice Center

Moderator: Katharine Sullivan, Acting Director, Office on Violence Against Women, Department of Justice
Panelists:
Bill Benson, National Policy Advisor, National Adult Protective Services Association
William Johnson, State Resource Prosecutor for Elder and Disabled Abuse for the Prosecuting Attorneys’ Council of Georgia
Sandy Markwood, Chief Executive Officer, National Association of Area Agencies on Aging
Nicole Parshall, Staff Attorney and Director of the Elder Justice Navigator Project, Center for Elder Law & Justice
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Marit Anne Peterson, Program Director, Minnesota Elder Justice Center

Moderator: Ron Parsons, United States Attorney for the District of South Dakota
Panelists:
Robert Biancalana, President, Matz, Biancalana and Associates, and National Coordinator, Elder Justice Coalition
Money Mules and Elder Financial Exploitation

This panel will call attention to the role that “money mules” play in facilitating elder fraud schemes and discuss a novel Department of Justice initiative to reduce their participation in such schemes.

Moderator: James Burnham, Deputy Assistant Attorney General, Consumer Protection Branch, Department of Justice

Panelists:
- Gustav Eyler, Acting Director, Consumer Protection Branch, Department of Justice
- Michael C. Galdo, Assistant United States Attorney, Western District of Texas
- Clayton Gerber, Postal Inspector/Team Leader, DOJ Fraud Team, US Postal Inspection Service
- Aaron J. Seres, Assistant Section Chief, Federal Bureau of Investigation
- Monica Tait, Assistant United States Attorney, Central District of California

Day 2 – November 15, 2018
National Rural Health Day

8:45 am Welcome and Recap
Master of Ceremony: Marc Krickbaum, United States Attorney for the Southern District of Iowa

8:50 am National Rural Health Day Remarks
Speaker: Tammy Norville, Technical Assistance Director, National Organization of State Offices of Rural Health

4:30 pm Money Mules and Elder Financial Exploitation

This panel will call attention to the role that “money mules” play in facilitating elder fraud schemes and discuss a novel Department of Justice initiative to reduce their participation in such schemes.

Moderator: James Burnham, Deputy Assistant Attorney General, Consumer Protection Branch, Department of Justice

Panelists:
- Gustav Eyler, Acting Director, Consumer Protection Branch, Department of Justice
- Michael C. Galdo, Assistant United States Attorney, Western District of Texas
- Clayton Gerber, Postal Inspector/Team Leader, DOJ Fraud Team, US Postal Inspection Service
- Aaron J. Seres, Assistant Section Chief, Federal Bureau of Investigation
- Monica Tait, Assistant United States Attorney, Central District of California

5:00 pm Closing Remarks
Speaker: R. Andrew Murray, United States Attorney for the Western District of North Carolina

6:00 pm Tribal Talking Circle: Health Care Challenges and Solutions in Tribal Communities (Optional)

This evening event will feature a native ceremonial Talking Circle, cultural discussion, and sharing of stories and experiences on breaking down barriers to improving health care services and supports in tribal communities. Featured speakers at the Talking Circle include:
- Laural Acitty, Director, Area Agency on Aging, Region 8, Inter Tribal Council of Arizona, Inc.
- Cynthia LaCounte, Director, Office for American Indian, Alaska Native & Native Hawaiian Programs, Administration for Community Living/Administration on Aging, Department of Health and Human Services
- Susan Lynch, Senior Counsel for Elder Justice, Elder Justice Initiative, Department of Justice

9:00 am Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities

This panel will explore how technology can be used to expand access to services and to enhance the ability of elder justice professionals to respond to elder abuse.

Moderator: Bryan Schroder, United States Attorney for the District of Alaska

Panelists:
- Andrew Broderick, Director, Research Center, Public Health Institute
- Bob Bullock, Senior Counsel, Office of Tribal Justice, Department of Justice
- Jason Burns, Co-Director, Texas Elder Abuse and Mistreatment Institute-Forensic Assessment Center Network (TEAM-FACN), University of Houston
- Alex Glazebrook, Director, Operations, Older Adults Technology Services

10:45 am The Path Forward

This session will showcase available tools and resources to combat elder financial exploitation, including web modules, databases, trainings and guides.

10:15 pm Break

10:30 am Tools and Resources to Combat and Report Elder Financial Exploitation

This session will showcase available tools to combat elder financial exploitation, including web modules, databases, trainings and guides.

10:45 am The Path Forward

This panel will preview future opportunities and initiatives.

Moderator: Marc Krickbaum, United States Attorney for the Southern District of Iowa

Speakers:
- Nancy A. Berryhill, Acting Commissioner, Social Security Administration
- Darlene Hutchinson, Director, Office for Victims of Crime, Office of Justice Programs, Department of Justice
- Deborah Cox Roush, Director, Senior Corps, Corporation for National and Community Service

12:15 pm Closing Remarks
Speaker: Peter E. Deegan Jr., United States Attorney for the Northern District of Iowa
Speaker Presentations
Challenges and Opportunities in Rural and Tribal Communities

This panel discussed the unique challenges and opportunities associated with addressing elder abuse in rural and tribal communities.

MODERATOR
Andy Mao*, Coordinator, Elder Justice Initiative, Department of Justice

PANELISTS
Larry Curley*, Navajo Nation, Director of Program Development, Rehoboth McKinley Christian Health Care Services
Megan Gilligan, Assistant Professor, Department of Human Development and Family Studies, and Faculty Associate, Gerontology Program, Iowa State University
Alexis Skoufalos, Associate Dean, Strategic Development, Executive Director, Center for Population Health Innovation, Jefferson College of Population Health
Pamela B. Teaster, Professor and Director, Center for Gerontology, Virginia Tech

* No presentation
Challenges and Opportunities in Rural and Tribal Communities

MEGAN GILLIGAN, Ph.D.
Iowa State University
Human Development and Family Studies
Gerontology Program

Common characteristics of the “grayest” states in the U.S.
- Rurality
- Greater than average life expectancies
- Out-migration of inhabitants of small, rural communities

Rural Communities and Aging

Iowa: A rural, gray state
- Individuals age 65+ account for 16.4% of the total population
- By 2050, this number is expected to increase to 19.7%

Iowa: Out-Migration
Overview
Discuss common risk and protective factors associated with elder abuse in the specific context of rural communities
• Elder abuse literature
• Iowa community-based needs assessment

Iowa Community-Based Needs Assessment
Conducted by Iowa State University
• Online survey of approximately 200 Iowa service providers
• Focus groups with service providers in communities who serve White, African-American and Indigenous older adults.

Social Cohesion
Higher levels of social support and greater embeddedness in a social network lower the risk of elder abuse

Social Cohesion in Rural Communities
• Challenges:
  • Social isolation
  • Lack of access to:
    • Physical and mental health services
    • Transportation
    • Internet and technology
• Opportunities:
  • Build on resources already available in rural communities
Later-Life Families

• Spouses and adult children provide the majority of informal care (emotional and instrumental support)
• Spouses and adult children are common perpetrators of elder abuse

Later-Life Families in Rural Communities

• **Opportunities:**
  • More likely to have living spouses and larger number of children
  • May be more likely to have have multi-generational families
• **Challenges:**
  • Rural residents are less likely than urban residents to co-reside with or have adult children living nearby
  • Families may have to make difficult choices when deciding how to best distribute limited resources across generations

Later-Life Families

• Increases in life expectancy have resulted in a higher prevalence of multiple generation families (i.e., three, four, or five generations of a family alive at the same time)
• Presence of adult grandchildren
Center for Population Health Innovation (CPHI)

**CPHI**
- Serves as a bridge between academia, external stakeholders and health professionals.

**Mission**
- Equip professionals with knowledge and skills to effectively address the issues and challenges inherent in today's dynamic environment.

**Strategy**
- Offer consulting services to support the development, implementation and evaluation of population health interventions and policies.
Population Health - Connecting health and health care

- Social determinants influence health outcomes
- Health behaviors (diet, smoking, physical activity, health literacy)
- Environment (housing, safety, green space)
- Education level and literacy
- Employment and economic stability
- Access to health care services
- Transportation
- Quality of social networks and supportive relationships

Social Isolation as a Health Risk

- Older adults more vulnerable
- Shrinking social networks
- Chronic health conditions
- Decreased mobility
- Mental/cognitive decline
- Living in rural area increases impact
- Geographic isolation
- Fewer resources
- Poor transportation and health care infrastructure

Social Isolation Matrix Items % Among Rural Seniors

- Do not attend church/synagogue: 40%
- # friends you can talk to about private matters (2 or less): 35%
- Most days you do not see friends or family: 29%
- Widow or widower: 25%
- Live alone: 25%
- # friends you could call on for help (2 or less): 23%
- No member of family within driving distance: 14%
- If friends you hear from at least once a month (2 or less): 10%
- Do not have people to turn to for support: 5%

Health Inequity - Rural Tribal Populations

Collective Impact Approach

Five Conditions for Collective Impact

- Common Agenda
- Shared Measurement
- Mutually Reinforcing Activities
- Continuous Communication
- Backbone Organization


Working Together to Address Rural Aging Issues

- Community and Faith-Based Organizations
- Government and Social Services
- Technology / Broadband
- Foundations / Philanthropy
- Healthcare
- Academia / Health Services Researchers
Rural Aging Advisory Council

- Regular meetings
- Working groups and committees
- Recommendations and advocacy
- Identify common areas of interest and potential opportunities to collaborate
- Plan annual meeting

June 7, 2018 - Washington, DC

Action-oriented Solutions
Areas of Focus

1. Elevate the issue of social isolation and loneliness to the national level.
2. Build on existing resources and infrastructure.
3. Embark on public policy improvements.
4. Reform health care delivery and payment systems.

For More Information:

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Elder Abuse: Strengths and Challenges of Rural Areas

PRESENTER
Pamela B. Teaster, Ph.D.
Elder Abuse: Strengths and Challenges of Rural Areas

Pamela B. Teaster, Ph.D.
Rural and Tribal Elder Justice Summit
Des Moines, Iowa
November 14, 2018

Elder abuse is a violation of human rights and a significant cause of illness, injury, loss of productivity, isolation, and despair.

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Definition and Types of Elder Abuse
Prevalence of Elder Abuse
Rurality and Elders
Rurality and the Opioid Epidemic
Prevention and Intervention Strategies
**Definition of Elder Abuse**

- Intentional actions that cause harm or create a serious risk of harm (whether or not harm is intended) to an older adult...
- Perpetrated by a family member, friend, other person who stands in a trust relationship to the older adult OR
- When an older person is targeted by a stranger based on age or disability...
- In any setting (e.g., home, community, or facility)

**Types of Elder Abuse**

- **Physical Abuse:** Inflicting, or threatening to inflict, physical pain or injury on a vulnerable elder, or depriving them of a basic need.
- **Emotional Abuse:** Inflicting mental pain, anguish, or distress on an elder person through verbal or nonverbal acts.
- **Sexual Abuse:** Non-consensual sexual contact of any kind, coercing an elder to witness sexual behaviors.
- **Exploitation:** Illegal taking, misuse, or concealment of funds, property, or assets of an elder adult.
- **Neglect:** Refusal or failure by those responsible to provide food, shelter, health care or protection for a vulnerable elder.
- **Intimate Partner Violence:** physical, sexual, or psychological/ emotional harm intentionally inflicted by a current or former intimate partner.
- **Self Neglect:** an inability, due to physical or mental impairment or diminished capacity, to perform essential self-care tasks. Life-style choices or living arrangements alone do not prove self-neglect.

**Polyvictimization in Later Life**

- When a person aged 60+ is harmed through multiple co-occurring or sequential types of elder abuse by one or more perpetrators;
- OR
- When an older adult experiences one type of abuse perpetrated by multiple others with whom the older adult has a personal, professional or care recipient relationship in which there is a societal expectation of trust.

**Prevalence of Elder Abuse**

- **14.1%, or 1 in 10 community-residing older adults** nationwide (over 5 million elders) experienced at least one form of abuse
  ~ Acierno et al., 2010
- Adult Protective Services (APS) agencies identified 253,426 incidents involving elder abuse in 32 states
  ~ 8.3 reports of abuse for every 1,000 older Americans
  ~ Teaster et al., 2006
- Reporting rates vary by type of abuse
  - For every 1 report, up to 24 may go unreported
  ~ Lifespan of Greater Rochester, Inc., 2011
Elder Abuse: Strengths and Challenges of Rural Areas  |  Pamela B. Teaster  

4.6%  
1.6%  
0.6%  
5.2%  
5.1%  
7.9%  

Abuse Experienced and Reported  

Emotional  
Physical  
Sexual  
Financial (Family Only)  
CS Neglect  

% of reports  

123 75 10 10 62 0 10 20 30 40 50 60 70  

Homeless  
Hospital  
BHDS or Group Home  
Other Assisted Living  
Nursing Facility  
Other’s Home/Apt  
Own Home/Apt  

Location of Abuse  

~ NORS Data, 2010

7% of all complaints regarding institutional facilities reported to long term care Ombudsmen were complaints of abuse, neglect, or exploitation

Over 50% of nursing home staff admitted to mistreating older residents within the past year

Two-thirds of these incidents involved neglect

~ Ben Natan, 2010

Elder Abuse in Long-Term Care

Types of Abuse in Long-Term Care

Physical 37%
Psychological 27%
Financial 9%
Sexual 9%
Neglect 18%

In 2017, Virginia APS received 27,105 reports of abuse, investigated 19,913 cases, with 40.0% (10,920) substantiated

74% of APS clients were aged 60 and older

62% of abuse occurred in own home

Elder Abuse - Virginia
Virginia: Substantiated Cases of Abuse

- Self Neglect: 55%
- Neglect: 19%
- Financial Exploitation: 11%
- Physical Abuse: 6%
- Mental Abuse: 6%
- Other Exploitation: 2%
- Sexual Abuse: 1%

Substantiated Cases

Risk Factors

- Gender: More females than males
- Age: Increased vulnerability
- Living alone: With observable vulnerability
- Personality: Tenuous, values independence
- Health & Physical Functioning: Increased need to seek assistance from others
- Cognitive Functioning: Declining episodic memory and slower perceptual speed
- Social Supports: Lonely or isolated
- Place of Residence: Geographic isolation, lack of access to services

Perpetrators

Abuse in Community
- Intimate partners or spouses
- Children and grandchildren
- Other relatives
- Acquaintances/Neighbors/Strangers
- Trusted Others

Abuse in Facilities
- Employees
- Residents

Perpetrator Characteristics

- Majority have ongoing relationship with victims
- Often male
- Able to hide their abusive actions
  - Extend “helping hands”
  - Isolates victim
- Good at cultivating relationships
  - Excellent persuasion skills
  - Builds trust
Why Do People Abuse Elders?
- Perpetrator-victim dependency
- Perpetrator deviance
- Victim vulnerability
- Caregiver stress
- Social isolation
- Ageism
- Inadequate resources
- Lack of knowledge of the problem

Rural Communities are integral to the American economy and culture.
Definitions are not precise.
Rural adults (ages 18+) were:
- Slightly older than urban adults (median age of 51 years vs. 45 years),
- More likely married (61.1% vs. 50.8%),
- More likely to have lived in a married couple household (78.2% vs. 67.4%), and resided in the state of their birth (85.4% vs. 43.3%).
- Urban dwellers had slightly higher median household incomes than rural residents ($54,296 vs. $52,386), yet the adult poverty rate (14%) and uninsured rate (15.6%) were higher than in rural areas (11.7% vs. 13.8%).
- Rural homeownership was higher (81.1% vs. 59.8%), and there were more single-family dwellings available in rural areas than in urban areas (78.3% vs. 64.6%).
- 23.8% of rural households did not have internet access as compared to 17.3% in urban households.

Rural populations are not homogenous. Traditions, customs, and social expectations shared by residents vary among communities and across locales.
Residents tend to share values and characteristics informed by place and circumstance, which influence how they think and act.
Understanding rural cultures and lifestyles is imperative to creating and implementing interventions for rural communities.
Rural areas are often characterized by poor economies and poverty, large numbers of older residents, limited access to goods and services around the region, and isolation.
Challenges that are the direct result of remote geographic location and limited access to resources have led rural residents to develop sets of values that often include self-reliance, conservatism, a distrust of outsiders, religion, work orientation, emphasis on family, individualism, and fatalism.
The opioid crisis is particularly rampant in communities in rural America.

Opioid overdose death rates skyrocketed seven-fold from 2000-2015 in rural areas.

Rural Appalachian communities have been especially hard hit.

Persistent poverty & lack of economic opportunity

- Closure of plants, mines and large businesses – leads to depression/anxiety
- Lack of productive, employed role models for youth; “nothing to do”
- Reliance on government assistance and access to prescription coverage

Role of Healthcare Providers

- Lack of access to non-narcotic alternatives for pain management
- Lack of local and affordable opioid addiction treatment programs

Many experts believe the opioid epidemic is associated with an increase in elder abuse including:

- Physical abuse including assault and battery, threatening behavior
- Emotional abuse
- Financial exploitation including theft, fraud and forgery
- Potential for homelessness due to arrest, eviction or illegal activity at the home
**Examples of Opioid-Related Elder Abuse**

Perpetrators: Opioid-addicted family members . . .

- Stealing medications for their own use or selling medications or other items of value belonging to the older adult for their own economic gain.
- Seeking refills on prescriptions, falsely claiming the older adult’s need for the medication
- Using the older adult’s home as a place of illegal activity placing the elder at risk of arrest or losing the home
- Using intimidation or engaging in physical violence against the elder

**Examples of Opioid-Related Elder Abuse**

Abused elders at **increased mortality risk**

- **One-year mortality rates**
  - Without abuse: 5.91 per 100
  - With confirmed abuse: 18.33 per 100

- **Elder homicide**
  - 62% gunshot wounds
  - 36% severe beatings
  - 19% stabbing

- **Neglect**
  - 50% bronchopneumonia
  - 22% sepsis
  - 9% severe dehydration

~ Shields et al., 2004

**Premature Death**

**Questions, Experiences, and Comments**

*The way we treat our children in the dawn of their lives and the way we treat our elderly in the twilight of their lives is a measure of the quality of a nation.*

~ Hubert Humphrey
The Administration’s Efforts to Help Rural and Tribal Communities Address the Opioid Epidemic

SPEAKER
June S. Sivilli
Division Chief, Public Health and Public Safety, Office of Policy, Research and Budget, Office of National Drug Control Policy, Executive Office of the President
The Administration's Efforts to Help Rural and Tribal Communities Address the Opioid Epidemic

June Sivilli
Division Chief, Public Health/Public Safety
Office of National Drug Control Policy
Executive Office of the President
November 14, 2018
Des Moines, IA

Demand Reduction Continuum

Office of National Drug Control Policy

- Component of the Executive Office of the President.
- Coordinates drug control activities and related funding across the Federal government.
- Produces the annual *National Drug Control Strategy*.

The Opioid Crisis
72,000 Americans died of overdose in 2017
197 deaths per day or nearly 1,440 per week
13 percent increase over 2016
Age-adjusted drug-poisoning death rate in the U.S. more than tripled from 1999 to 2016

• Primary reason: Did not think I needed treatment
• In 2017, 21 million Americans needed treatment, and 2.2 million (12%) received it.
• Among individuals who felt they needed but did not receive treatment, top reasons were:
  1. Not ready to stop using (40%)
  2. No insurance/could not afford (30%)
  3. Did not know where to get treatment (11%)
  4. Did not find desired type of treatment (9%)
  5. Perception of neighbors/community (7%)
  6. Impact on job (21%)

• President Donald J. Trump’s Initiative to Stop Opioid Abuse is confronting the driving forces behind the opioid crisis.
• This Administration secured $6 billion in new funding over two years to fight opioid abuse.
• The President’s Initiative to Stop Opioid Abuse will:
  • Reduce drug demand through education, awareness, and prevention efforts.
  • Cut off the flow of illicit drugs across our borders and within communities.
  • Save lives by expanding opportunities for evidence-based treatments for opioid addiction.
Federal Response: SAMHSA

- SAMHSA has awarded $930 million in grants to support prevention, treatment and recovery activities.
- Tribal Behavioral Health Grant Program to prevent and reduce suicidal behavior and substance use among American Indian/Alaska Native (AI/AN) youth through the age of 24 years.
- Grants to Expand Substance Abuse Treatment Capacity in Adult Treatment Drug Courts and Adult Tribal Healing to Wellness Courts
- Tribal Opioid Response grants increase access to culturally appropriate and evidence-based treatment, including MAT. [Visit SAMHSA](https://www.samhsa.gov/tribal-affairs)

Federal Response: HRSA

- Health Resources and Services Administration awarded more than $396 million to 1,232 community health centers, over 12 rural community organizations, and academic institutions
- Canyonlands Healthcare: assisting rural health clinics implement SBIRT and offering provider training throughout rural Arizona
- The Crow Reservation in Montana: reducing incidences of opioid use disorder among new and expectant mothers as well as incidences of neonatal abstinence syndrome (NAS) among newborns
- Just Announced: Primary Care Training and Enhancement - Physician Assistant

Federal Response: Rural Resources

- ONDCP and USDA’s Rural Development developed a Federal resource guide with grant funding, training and technical assistance and capacity support for rural communities.
- A one-stop shop for rural leaders looking for Federal funding and partnership opportunities.
- Part of USDA’s Community Opioid Misuse Toolbox – a suite of essential tools supporting grassroots strategies to address the opioid epidemic.

Questions/Discussion
Federal Efforts to Support Rural and Tribal Communities

This panel highlighted federal efforts to support rural and tribal communities and the impact those efforts have on the ability of local communities to combat elder abuse.

MODERATOR

Trent Shores, United States Attorney for the Northern District of Oklahoma, Chair of Attorney General's Advisory Committee on Native American Issues

PANELISTS

Reneé Ferguson, Assistant Regional Commissioner for Management and Operations Support, Dallas Regional Office, Social Security Administration

Gregory Haledjian, Legal Advisor, Office of the Bureau Chief, Consumer and Governmental Affairs Bureau, Federal Communications Commission

Sylvia Montgomery, Program Specialist, Division of Family & Consumer Sciences, National Institute of Food and Agriculture, US Department of Agriculture

Michelle Oswald, Program Manager, Office of Minority Health, Centers for Medicare and Medicaid Services, Department of Health and Human Services

Julian Wright, Benefits Assistance Service Outreach Analyst and Minority Program Coordinator, Department of Veterans Affairs
PANEL
Federal Efforts to Support Rural and Tribal Communities

PRESENTATION
Native American Issues
Subcommittee to the
Attorney General’s
Advisory Committee

PRESENTER
Trent Shores
The Native American Issues Subcommittee is the oldest subcommittee of the Attorney General’s Advisory Committee and is vital to the department’s mission in Indian Country to build and sustain safe and secure communities for future generations. More than 50 federal districts are home to some Indian Country.

The AGAC was created in 1973 to serve as the voice of the U.S. Attorneys and to advise the Attorney General on policy, management, and operational issues impacting the offices of the U.S. Attorneys.

Indian Country comprises roughly 56 million acres of land, or about 2% of the United States. This critical mass of land in the United States is governed by more than 570 federally recognized tribes.

Tribal communities must recognize that elder abuse takes several forms.

- From neglect, physical abuse, sexual abuse or abusive sexual contact, emotional or psychological abuse, or financial abuse or financial exploitation.

The Center for Disease Control defines “elder abuse” as the intentional act, or failure to act, by a caregiver or another person in a relationship involving an expectation of trust that causes or creates a risk of harm to an older adult (someone age 60 or older).

What is the scope of the problem?

- In Oklahoma, a 2017 report of the Oklahoma Department of Human Services, the state agency designated for care of the elderly in Oklahoma, received 22,709 calls of possible abuse, neglect, exploitation or self-neglect of vulnerable elder citizens.
Elder Veterans Are Victims Too

“I come to you to testify as a proud survivor. I survived World War II at the battle of Iwo Jima in the Pacific. I survived a gunshot wound, which left me 87 percent disabled and made me a Purple Heart vet. I survived the loss of my kid brother in that very battle. I survived losing the love of my life, my soul mate and wife to cancer at a young age. I survived being diagnosed with cancer myself on two separate occasions. I share this with you because I’m proud that I’ve always been a fighter. A survivor who can handle whatever situation may come my way no matter how big or troubling the problem may be, but today I join you to share my story as a survivor of elder abuse. This is a story that is much harder in so many ways for me to share with you because I was victimized at the hands of someone I love. I served my country with pride and with love; I tried to serve my family the same way. But in all my 90 years, I could have never prepared for the hardship I would be put through as a member of my family, a person I once trusted, loved and once called a son.”

- Robert Matava, Congressional Testimony, October 11, 2012

Robert Matava Elder Abuse Prosecution Act of 2017

• Robert Matava was a decorated World War II veteran whose son defrauded him, leaving him destitute. After his wife died, Mr. Matava had moved to Florida, entrusting his son with his estate, including the house he built and the auto repair business he started. When he returned to Unionville, Connecticut in 2010, to spend his remaining years in his home, he said his son “refused to let me in” and he found himself penniless. He said, “In all my 90 years, I couldn’t predict the abuse I’d suffer” at the hands of a family member.

• This Act expanded the definition of telemarketing or email marketing fraud to include measures to induce investment for financial profit, participation in a business opportunity, or commitment to a loan. Prosecutors see more and more cases involving identity theft and financial fraud and exploitation of elder citizens.
Social Security Administration Support to Rural & Tribal Communities

Renee Ferguson
Assistant Regional Commissioner | SSA Dallas Regional Office

RURAL & TRIBAL ELDER JUSTICE SUMMIT 2018

Social Security Serves You via Video

American Indian Alaska Native Website

http://www.SocialSecurity.gov/people/AIAN

American Indians and Alaska Natives (AIAA)

Tribal Consultation Official Process

With you through AIAA’s journey...

Social Security serves the social security administration, both directly and individually. Today, about 117 million people work and pay Social Security taxes and more than 50 million people receive monthly Social Security benefits.

Social Security works to improve lives across Indian Country by serving the self-determined needs of sovereign nations. Social Security programs support their communities through retirement, disability, and survivors benefits, providing a safety net for women and their families.

Video Service Delivery across the US
You can report fraud or misuse of benefits to Office of the Inspector General with the following options:

- Online at OIG.SSA.gov/report
- Call 1-800-269-0271
- Write to P.O. Box 17785, Baltimore, Maryland 21235

Social Security Combats Fraud

Thank You!

SSA is here to help you at the exhibit table – please stop by and ask questions.

You can also reach us at SSA.Tribal.Communications@ssa.gov
The FCC regulates interstate and international communications by radio, television, wire, satellite, and cable in all 50 states, the District of Columbia and U.S. territories. An independent U.S. government agency overseen by Congress, we are the federal agency responsible for implementing and enforcing America’s communications law and regulations.

We implement rules and policies designed to promote widespread deployment of wired and wireless broadband services to ensure that all Americans have access to robust communications services. We understand that getting elders “online” is also a matter of making it relevant to their lives. We help to educate elders about consumer protection issues, especially illegal robocalls and phone scams.

There are 4 Federal Universal Service Programs supporting ubiquitous broadband deployment:
- Connect America Fund (for carriers serving rural areas)
- Lifeline (for low-income consumers)
- Schools and Libraries (E-Rate)
- Rural Health Care (Telehealth Connectivity)

The FCC is also facilitating deployment of 5G Wireless services:
- Pushing more wireless spectrum into the marketplace for carriers
- Updating infrastructure policy (building out networks)
- Modernizing outdated regulations

Rural Health Care Program:
- allows rural health care providers to pay rates for telecommunications services to those of their urban counterparts;
- makes telehealth services affordable and also subsidizes Internet access;
- has a new annual cap on program spending of $571 million (nearly a 43 percent increase); and
- will adjust the cap annually for inflation and allow funds unused from prior years to be carried forward.
**FOCUS ON TELEHEALTH**

**Connected Care Pilot Program:**
- is led by FCC Commissioner Brendan Carr;
- supports the delivery of advanced telehealth services to low-income Americans; and
- looks to establish a new $100 million effort to support telehealth services, especially those living in rural areas and veterans.

**FOCUS ON TRIBAL COMMUNITIES**

The [Office of Native Affairs and Policy](#) serves as the FCC’s catalyst to help improve the level of broadband, telecommunications, and broadcast deployment throughout Indian country primarily by representing the agency in government-to-government consultation with sovereign Tribal nations.

The [Native Nations Communications Task Force](#) was created in 2011 as the Native Nations Broadband Task Force and received a new name in 2018. The Task Force advises the FCC on specific issues affecting Tribal interests and consists of 19 Tribal representatives and 8 senior FCC staff. It’s first meeting is December 4-5 at FCC HQ.

**BROADBAND INTERAGENCY WORKING GROUP**

**Broadband Interagency Working Group:**
- works to improve coordination across programs;
- reduces regulatory barriers to broadband deployment;
- promotes awareness of the importance of federal support for broadband investment and digital inclusion programs, and
- collects and shares information with communities about available federal resources for broadband deployment and digital inclusion efforts.

**FOCUS ON TELEHEALTH**

**Connect2HealthFCC Task Force:**
- explores the intersection of broadband, advanced technology and health;
- engages with a wide array of stakeholders, further charting the broadband future of health care; and
- serves as an umbrella for all FCC health-oriented activities to help enable a healthier America.
Being connected or “online” promotes independence and wellness:
- Reminder Technology (automated pill dispensers or on/off sensors);
- Smart Features in Cars (automatic breaking, back-up cameras);
- Voice Assistants (ask for news, weather, music, turn on/off appliances);
- On-Demand Services (delivery and hail a ride services);
- Wearables (monitor heart rate, sleep quality, etc.); Home Fixtures (monitor signs of illness or bodily distress);
- Telemedicine (doctor consults via videophone; send doctors requested data directly);
- Privacy Controls (you choose what health data to share with others)

Unwanted calls – including illegal and spoofed robocalls – are the FCC’s top consumer complaint and our top consumer protection priority. The FCC is cracking down on illegal calls in a variety of ways:
- Issuing hundreds of millions of dollars in enforcement actions against illegal robocallers;
- Allowing phone companies to block certain types of calls that are likely to be unlawful before they even reach consumers;
- Empowering consumers to use call blocking or labeling services for calls to their telephone number;
- Working to develop ways that phone companies can authenticate Caller ID to reduce illegal spoofing; and
- Making our complaint data available to enable better call blocking and labeling solutions.

Consumers can file a complaint with the FCC if you believe you have received an illegal call or text. In addition, we have joined forces with AARP to educate older Americans about different kinds of phone scams.

Congress authorized the realignment of broadcast airwaves because of consumer demands for broadband services;
- Certain broadcast TV stations will change frequencies over the next two years to make more airwaves available so your mobile phones run faster;
- Consumers who watch local “over-the-air” TV may need to rescan their TVs or converter boxes to continue to receive all of their local channels;
- To rescan, look for “auto tune” or “rescan” under the setup menu on your TV;
- Consumers who subscribe to cable or satellite TV do not need to rescan as their providers will make the necessary changes; and
- TV stations changing frequencies are required to provide notice to consumers at least 30 days in advance.

Greg Haledjian, FCC
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Gregory.Haledjian@fcc.gov
Federal Efforts to Support Rural and Tribal Communities

PRESENTATION

Rural and Tribal Elder Justice Summit – United States Department of Agriculture (USDA) National Institute of Food and Agriculture (NIFA)

PRESENTER

Sylvia Montgomery
Rural and Tribal Elder Justice Summit

November 14, 2018

NIFA’s Integrated Approach to Science

Prevalence of food insecurity among U.S. households by age of members, 2016

Note: Food insecurity includes low food security and very low food security.

How NIFA Helps at the Local Level

- Financial Management/Elder Financial Exploitation
- Housing Opportunities/Aging in Place
- AgrAbility
- Special Needs/Disaster Assistance
- Food and Nutrition/Food Insecurity
- Intergenerational Programs
- Grandfamilies
- North Central Region Aging Network
- eXtension Communities of Practice
- Adult Development and Aging Workgroup

For additional information, please contact me at smontgomery@nifa.usda.gov
Federal Efforts to Support Rural and Tribal Communities – Centers for Medicare & Medicaid Services (CMS), Office of Minority Health

PRESENTER
Michelle Oswald
michelle.oswald@cms.hhs.gov

DTA Website:  https://go.cms.gov/AIAN
Trainings and webinars:  www.cmsitutrainings.com
Questions:  tribalaffairs@cms.hhs.gov
Federal Efforts to Support Rural and Tribal Communities

Rural and Tribal Elder Justice Summit

Michelle Oswald, Program Manager
Centers for Medicare & Medicaid Services
Office of Minority Health
November 2018

CMS OMH Health Equity Framework

- Increasing understanding and awareness of disparities
- Developing and disseminating solutions
- Implementing sustainable actions

Offices of Minority Health within HHS

CMS Division of Tribal Affairs

- Located in Baltimore within the Children & Adults Health Programs Group, under the Center for Medicaid & CHIP Services.
- Serves as the point of contact on Indian health issues for the agency and tribal and federal partners.
- Native American Contact (NAC) at each Regional Office to provide technical assistance on CMS programs.

For the list of DTA and NAC staff, please visit: https://www.cms.gov/Outreach-and-Education/American-Indian-Alaska-Native/AIAN/NACTAGlistJanuary2018.pdf
CMS Tribal Technical Advisory Group (TTAG)

- Established in 2003 to provide advice and input to CMS on policy and program issues affecting delivery of health services to AI/ANs served by CMS programs.
- Comprised of one elected tribal leader, or an appointed representative and alternate from each of the twelve Areas of the Indian Health Service (IHS) and from each of the national Indian organizations headquartered in Washington DC - the National Indian Health Board (NIHB), the National Congress of American Indians (NCAI), and the Tribal Self-Governance Advisory Group (TSGAC).
- Has subject matter specific subcommittees comprised of TTAG members, technical advisors, and employees from CMS and IHS.

CMS Initiatives and Resources

CMS Rural Health Strategy

May 2018 –
CMS launches Agency’s first rural health strategy to improve access and quality of care for rural Americans

go.cms.gov/ruralhealth

CMS Rural Health Strategy Objectives

1. Apply a rural lens to CMS programs and policies
2. Improve access to care through provider engagement and support
3. Advance telehealth and telemedicine
4. Empower patients in rural communities to make decisions about their health care
5. Leverage partnerships to achieve the goals of the CMS Rural Health Strategy
**Long Term Services and Supports Newsletter**

- **Website:** [Visit](http://go.cms.gov/ccm)

**Connected Care Resources**

- **Information for Health Care Professionals**
  - Access resources and tools explaining the benefits of CCM and how to implement this service

- **Information for Patients**
  - Access easy-to-read information on the benefits of CCM for Medicare beneficiaries living with two or more chronic conditions

**Website:** [Click here](https://www.cms.gov/blog/cms-opioids-roadmap)
C2C Resources

- Roadmap to Better Care and a Healthier You (Tribal Version)
- Roadmap to Behavioral Health
- 5 Ways to Make the Most of Your Health Coverage
- Prevention Resources
- Manage Your Health Care Costs
- Enrollment Toolkit
- Partner Toolkit and Community Presentation

Website: go.cms.gov/c2c
Email: CoverageToCare@cms.hhs.gov

Learn More about CMS OMH

go.cms.gov/omh
and
go.cms.gov/ruralhealth

Mapping Medicare Disparities Tool

How Stakeholders Can Get Involved

- CMS Open Door Forums – Find out about upcoming changes and get your questions answered.
- Medicare Learning Network and MLN Connects® Provider eNews – Get provider resources on CMS programs, policies and initiatives, such as Medicare Shared Savings Program.
- NPRMs and RFIs – Tell us what you think!
- Join the CMS Listserv: https://www.cms.gov/newsroom
- Subscribe to receive CMS.gov E-mail Updates: https://www.cms.gov/About-CMS/Agency-Information/AboutWebsite/EmailUpdates.html
Veterans Benefits Administration: Connecting With Those We Serve – U.S. Department of Veteran Affairs (VA)

PRESENTER
Julian Wright
Veterans Benefits Administration

Connecting With Those We Serve

VBA District Offices

Department of Veterans Affairs

Veterans Health Administration
- Medical Centers
- Community Based Outpatient Clinics
- Vet Centers
- Community Living Centers
- Women's Clinics
- OEF/OIF/OND Clinics
- Homeless Veterans Program

Veterans Benefits Administration
- Disability & Compensation
- Vocational Rehabilitation & Employment
- Home Loans
- Pension & Fiduciary
- Education
- Insurance
- Appeals Management Office
- Benefits Assistance Service

National Cemetery Administration
- Gravesite Perpetual Care
- Opening and Closing
- Headstones & Markers
- Presidential Memorial & Certification
- Burial Flag

Questions?

What is it?
A tax-free benefit paid to Veterans for a disability that was incurred in or aggravated by military service. Certain Veterans are eligible for disability compensation based on the presumption that the disability is service connected.

Who qualifies?
Veterans discharged from service under conditions other than dishonorable and who have a current disability due to injury, disease, or psychological issue incurred in or aggravated by military service.
**Pension Benefits**

**What is it?**
- Pension is a needs-based benefit paid to wartime Veterans who meet certain age or non-service-connected disability requirements.

**Who qualifies?**
- Veterans with 90 days active duty with 1 day serviced during a wartime period if the Veteran entered the military on or before September 7, 1980; or
- Veterans with 24 months of active service or the full period for which they were called to active duty if the Veteran entered the military after September 7, 1980; or
- Veterans older than 65, or has a total and permanent disability; and
- Income is below the yearly limit set by Congress.

**Pension Benefits**

**VA Fiduciary Program** established to protect Veterans and other beneficiaries who, due to injury, disease, or age, are unable to manage their financial affairs.

**Features of VA Fiduciary Program:**
- Home visits to Veterans and beneficiaries receiving VA benefits,
- Monitors the well being of beneficiaries,
- Appoints VA fiduciaries to
  - Manage VA benefits, and
  - Ensure the beneficiaries needs, wants, and desires are met
- Requires protection of VA benefits
  - Surety bond protection, and
  - Claims of creditors,
- Requires annual accountings in specific instance and 100% audit accountings received,
- Investigates allegation of misuse, and
- Investigates other matters under laws administered by VA or affecting VA.

**Veteran Information**

- There are over 19 million Veterans
- 4.9 Million receiving compensation and pension benefits
- Average age of Veterans receiving pension is 75 years
- 4.7 million Veterans reside in rural and highly rural areas
- 56 percent of rural Veterans are over age 65
- Nearly 460,000 rural Veterans served in Iraq and Afghanistan
- VA has worked with tribal governments to trained over 350 TVRs

**Rural Outreach**

- There are an estimated 4.7 million Veterans who reside in rural and highly rural areas
- In 2015, VBA implemented Rural Outreach Coordinators (ROC’s) in each of the 56 regional offices to conduct outreach to Veterans and/or family members who reside in rural or highly rural areas
- VBA establish partnerships with state, county, and local Veteran Service Officers, and community and faith-based organizations to meet the needs of rural Veterans
- Telebenefits is a program in which VA partners with VHA to provide Veterans benefits information and assistance through the use of video teleconferencing equipment
- VBA partners with Veterans Health Administration's (VHA) Vet Centers to conduct outreach in rural areas- as part of the Vet Center there are a over 80 Mobile Vet Center (MVC) vehicles
Tribal Outreach

- American Indians and Alaska Natives have one of the highest representations in the armed forces (in comparison to other racial minorities—approximately 200,000 Veterans).
- TVRs is a native Veterans or an individual recognized by their Tribal government
- TVRs are volunteers who act as liaisons between the VA and the Native American communities
- VA provides annual training to TVRs

Tribal Outreach (cont.)

- During the campaign, 21 tribal communities hosted 34 claims events serving over 950 Veterans and their dependents

Tribal Outreach (cont.)

- VBA has Minority Veterans Program Coordinators (MVPCs) in its 56 Regional Offices (RO) that conduct outreach in their state
- VBA partners with the Office of Tribal Government Relations (OTGR) to conduct outreach in Indian Country
- In FY18, VBA and OTGR launched a campaign to conduct claim events to assist Veterans and surviving spouses in Indian Country
- VBA work with tribes to increase awareness of the Native American Direct Loan (NADL)

Resources

**Online:**
- Veterans Benefits Administration (VBA) Home Page
  - [www.benefits.va.gov](http://www.benefits.va.gov)
- VBA on Facebook
  - [www.facebook.com/VeteransBenefits](http://www.facebook.com/VeteransBenefits)
- VBA on Twitter
  - [http://twitter.com/VAVetBenefits](http://twitter.com/VAVetBenefits)
- eBenefits
  - [www.ebenefits.va.gov](http://www.ebenefits.va.gov)

**Phone:**
- Benefits information
  - (800) 827-1000
- Education Benefits
  - (888) 442-4551
- Health Care Eligibility
  - (877) 222-8387
- VA Crisis Line
  - (877) WAR-VETS
Showcasing the Strength of Rural Communities

This panel spotlighted promising and innovative practices to respond to elder abuse in rural communities that build upon their inherent strength.

MODERATOR
Katharine Sullivan*, Acting Director, Office on Violence Against Women, Department of Justice

PANELISTS
Sandy Markwood, Chief Executive Officer, National Association of Area Agencies on Aging
William Johnson, State Resource Prosecutor for Elder and Disabled Abuse for the Prosecuting Attorneys’ Council of Georgia
Nicole Parshall, Staff Attorney and Director of the Elder Justice Navigator Project, Center for Elder Law & Justice
Marit Anne Peterson, Program Director, Minnesota Elder Justice Center
Bill Benson, National Policy Advisor, National Adult Protective Services Association

* No presentation
Showcasing the Strength of Rural Communities

PRESENTATION

Combatting Elder Abuse and Isolation: The Role of the Aging Network

PRESENTER
Sandy Markwood
The National Aging Network

- **FEDERAL** = U.S. Administration on Aging (HHS), Assistant Secretary for Aging Lance Robertson (who is also Administrator of the Admin for Community Living, est. 2012)
- **STATE** = State Units on Aging (Governor’s office on elder affairs, State office on aging and disability, etc.)
- **LOCAL** = Area Agencies on Aging
- **TRIBES** = Title VI Native American Aging Programs

Geographic Area Served by AAAs

More than 98 percent of AAAs provide at least one service or program designed to address elder abuse.
AAA Elder Abuse Prevention Strategies

- Providing community education and training;
- launching public awareness campaigns targeting older adults;
- participating in an elder abuse prevention coalition or multidisciplinary team; and
- utilizing case management strategies for at-risk or vulnerable seniors

Roles and Partnerships Include:
- Adult Protective Services (82%)
- Long-Term Care Ombudsman (59%)
- Being Part of an Interdisciplinary Elder Abuse Team (55%)

Role of the National Association of Area Agencies on Aging (n4a)

- Advocacy
- Capacity Building
- Training and Technical Assistance
- Raising the Visibility of the Need of Consumers for Aging and Long-term Services and Supports
- Tracking and Positioning the Aging Network for Emerging Trends and New Directions
Eldercare Locator Call Requests

Reasons for Elder Abuse Calls

- 30% Financial exploitation and scams
- 19% Emotional abuse
- 19% Neglect
- 8% Institutional abuse
- 7% Physical abuse
- 6% Prevention
- 2% Self-neglect

Highlighting Programs that Work!

Exploring Ways to Respond to Growing Issues of Concern

- Financial Scams
- Opioid Epidemic and Relationship to Rise in Abuse
- Social Isolation Leading to Neglect and Vulnerability

n4a Resources
PANEL
Showcasing the Strength of Rural Communities

PRESENTATION
State Resource Prosecutor: Adult Abuse, Neglect, and Exploitation

PRESENTER
Will Johnson
wjohnson@pacga.org
Work: 770-282-6353
Cell: 706-969-2515
STATE RESOURCE PROSECUTOR: 
ADULT ABUSE, NEGLECT, AND EXPLOITATION

Will Johnson
ANE State Prosecutor: Prosecuting Attorneys' Council

Training

• Joining the Division of Aging Services—Forensic Special Initiatives Unit
• Summer & Winter Conferences
• Day-long seminars
• In-house for each judicial circuit
• 3 day conference in April 2019

Case Assistance

• Heard County, Georgia (Pop. 11,730);
• Peach County, Georgia (Pop. 27,099);
• Fayette County, Georgia (Pop. 112,500)
• Dougherty County, Georgia (Pop. 89,502)
• Rabun County, Georgia (Pop. 16,602)
• Plus numerous calls, emails, texts.
Conflict Case Prosecutions

Burke County Courthouse

Statewide Development

- Assist in networking agencies, law enforcement, prosecutors.
- Create a model protocol for multidisciplinary teams.
- Work toward innovative and proactive responses to elder abuse—prevention over correction.

Provide Assistance on Legislation

- HB 635: Multidisciplinary Teams
- HB 803: Trafficking Vulnerable Adults
- SB 406: Fingerprint Background Checks

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PANEL
Showcasing the Strength of Rural Communities

PRESENTATION
Elder Justice Navigator Project

PRESENTER
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nparshall@elderjusticeny.org
**ELDER JUSTICE NAVIGATOR PROJECT**

A partnership between Center for Elder Law & Justice, the New York State Unified Court System, and Chautauqua County Department of Health and Human Services

Nicole K. Parshall, Esq.

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**WHAT IS THE ELDER JUSTICE NAVIGATOR PROJECT?**

- The Elder Justice Navigator Project is funded by a grant from the Administration for Community Living; part of the U.S. Department of Health and Human Services
- It is a **partnership** between Center for Elder Law & Justice (CELJ), the New York State Unified Court System (NYS-UCS), and Chautauqua County Department of Health and Human Services (DHHS).

* Points of view or opinions do not necessarily represent official ACL or DHHS policy.

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**ELDER JUSTICE NAVIGATOR PROJECT GOALS**

- To reduce harm and empower elder abuse survivors by addressing systemic barriers and improving victims’ experience and confidence in the court system through:
  - A One-Stop Referral Source;
  - Provision of Direct Services;
  - Education

---

**ONE-STOP REFERRAL SOURCE**

- For victims and potential victims of elder abuse for needs assessment, including:
  - Assistance engaging with law enforcement
  - Civil Legal Representation on current or future elder abuse-related case(s)
  - Review by County EMDT
  - Assistance with finances
  - Assistance with courtroom accessibility
  - Other social and community services
PROVISION OF DIRECT SERVICES

• Civil Legal representation by Center for Elder Law and Justice
  - Power of Attorney drafting or revocation
  - Special Proceedings under Power of Attorney statute
  - Civil complaints
  - Evictions or Ejectments
  - Family Court Orders of Protection
• Case review by the Chautauqua County Elder Abuse Enhanced Multi-Disciplinary Team
  - Complex cases of elder abuse
• Follow-up with Law Enforcement and Victims’ Assistance Program
• Case management, rep payee, and guardianship through Adult Protective Services
• Provision of accessibility devices and court support person
• Connection to Office for the Aging for additional services

ACCESSIBILITY ASSISTANCE

• Travel Fund to assist older adults with the cost of transportation to and from court
• Hearing amplifiers
• Document magnifiers
• Wheelchairs
• Remote/mobile filing of temporary orders of protection petitions in Family Court
  - Remote electronic filing capacity
  - Video conference hearings
  - In-office or in-the-field for home- or institution-bound older adults
• Court Support Person

EDUCATION OF COMMUNITY STAKEHOLDERS

Courts
• Family
• Surrogates
• Supreme
• County
• City
• Justice

Law Enforcement
• Local Police Departments
• Sheriff’s Office
• State Police
• District Attorney’s Office

EDUCATION, CONT’D

Social Services Organization
• Adult Protective Services
• Offices for the Aging
• Meals on Wheels
• Adult Daycare organizations

Financial Institutions
• Banks
• Credit Unions
TRAINING SESSIONS ON:

- Types and dynamics of elder abuse
- Risk factors for victims and perpetrators
- Factors affecting willingness to report
- Impact of financial exploitation

- The aging process
  - Physiological
  - Psychological
  - Dementia

- Capacity
  - What should courts keep in mind
  - Capacity in the legal context
  - Reviewing capacity assessments

TRAINING SESSIONS, CONT’D

- Elder Abuse and the Courts
  - Appointing counsel
  - Undue influence; warning signs
  - Power of Attorney abuse
    - Indicators, what to ask

- Court Responses to Elder Abuse
  - Suggested case handling
  - Communicating with older adults in the courtroom
  - Methods of obtaining testimony
  - Crafting effective orders
    - Considerations for criminal and civil courts
  - Enforcing orders

- New York State laws concerning elder abuse

ELDER JUSTICE NAVIGATOR PROJECT
ELDER ABUSE DESK GUIDE FOR JUDGES AND COURT STAFF

- A tool for identifying elder abuse, locating substantive law, practical considerations for courts, and community resources

REFERRAL PROCESS
To the Elder Justice Navigator Project
• Any older adult appearing in any of the Chautauqua County courts is eligible for referral to the project.
• The project aims to assist individuals 60 and over.*

* The project does not expect judges and court staff to enquire into litigant age, and asks the courts to refer any older adults who might be victims of maltreatment.

**REFERRAL CRITERIA**

**REFERRAL PROCESS**

First:
• Simply provide the older adult with the Elder Justice Navigator Project informational materials provided to your court by the Project.

Then:
• Email kfeser@elderjusticeny.org at the Center for Elder Law and Justice to indicate that a referral has been made.
• The email can provide the older adult’s identifying information if, in the discretion of the court, providing such information is appropriate.

**INFORMATIONAL MATERIALS FOR REFERRING ORGANIZATIONS**

• Rack Cards
• Business Cards
• Referral Criteria Poster
• Referral Forms
• Referral Information Spreadsheet

**INTAKE PROCESS**

• Global Assessment of the referred person’s situation by the EJNP social worker and civil legal services attorney
  • What are the individual’s legal needs and desires?
  • What are their social service needs?
  • Should this case be brought before the EMDT?
  • What barriers to accessibility is the individual facing?
Showcasing the Strength of Rural Communities

The Minnesota Elder Justice Center

Marit Anne Peterson
The Minnesota Elder Justice Center

Mission: Mobilizing communities to prevent and alleviate the abuse, neglect and financial exploitation of older and vulnerable adults.

Focus on:
- Public Awareness
- Professional Education
- Public Policy
- Direct Service Advocacy

Statewide Engagement Across Systems

Criminal Justice Systems Manager role
- Training within criminal justice systems: law enforcement, prosecution, judges; traditional DV/SA providers and partners
- Curriculum development and collaboration – training team
- MDT to CCR project coordinator
- Statewide law enforcement policy to protocol project

Statewide Engagement Across Systems

- Minnesota Elder Justice Center Partners meetings
- Collaboration with AARP and BBB
- WINGS partnerships with MN DHS, VOA, LSS, MN Judicial Branch
- Financial Services Curriculum Team
- Solos Stakeholders
Showcasing the Strength of Rural Communities

Adult Protective Services in Rural Communities

PRESENTER
Bill Benson
bill.benson@napsa-now.org
301-933-6492
www.napsa-now.org
APS in Rural Communities

Bill Benson
National Policy Adviser, NAPSA

About NAPSA

• Formed in 1989 as a national association for adult protective services (APS) professionals.
• Strengthen APS via:
  ➢ Education
  ➢ Research
  ➢ Advocacy
• Also the home to NIEFE (National Institute on Elder Financial Exploitation)

About APS

• Civil investigations of reports of abuse, neglect, self-neglect and exploitation
• 64% of APS are state-administered, 15% are county-administered, and 21% are administered various other ways
• Serves as a victim-focused, social services response

APS ≠ APS – Variations Among States

• No common national definition of who is served nor what services they receive
• Residence of victim — APS investigates in:
  ➢ Community: 100% of states
  ➢ Facilities: 50% of states
• Eligibility for APS response:
  ➢ 42 states: all adults with disabilities age 18+
  ➢ Some states: age 60+ only, or must be age 60+ and meet the state definition of “vulnerable”
Showcasing the Strength of Tribal Communities

This panel showcased promising practices used by elder justice professionals for responding to elder abuse in tribal communities.

MODERATOR
Ron Parsons*, United States Attorney for the District of South Dakota

PANELISTS
Robert Blancato*, President, Matz, Blanchato and Associates, and National Coordinator, Elder Justice Coalition

Jacqueline Gray, Director, National Indigenous Elder Justice Initiative (NIEJI), Center for Rural Health, University of North Dakota School of Medicine and Health Sciences

Marcia Hall*, Adult Protection Services Representative, Shoshone-Bannock Tribes, Fort Hall, Idaho

Cynthia LaCounte*, Director, Office for American Indian, Alaska Native & Native Hawaiian Programs, Administration for Community Living/Administration on Aging, Department of Health and Human Services

Wilson Wewa*, Senior Wellness Coordinator, Warm Springs Tribe, Oregon

* No presentation
Showcasing the Strength of Tribal Communities

National Indigenous ElderJustice Initiative (NIEJI): Using NIEJI as a Resource

PRESENTER
Jacqueline Gray
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E-mail: info@nieji.org
Website: http://www.nieji.org
National Indigenous Elder Justice Initiative (NIEJI): Using NIEJI as a Resource

Rural and Tribal Elder Justice Summit
Jacqueline Gray, NIEJI Director
November 14, 2018

“Restoring respect and dignity by honoring Indigenous elders”

NEIJI Resources

- Elder Abuse
  Types of elder abuse and the warning signs
- Tribal Elder Protection Team Toolkit
  A step-by-step guide for developing a successful model for addressing elder abuse in Indian Country
- News & Events
  News, events, conference and seminars
- Publications
  Newsletter articles, research reports and other documents
- Presentations
  Presentations/poster presentations from related meetings and conference
- Product Examples
  Items created by elder abuse prevention grantees
- Websites & Tools
  Related websites

- State/Tribal Hotline Map
- Training: Online Interactive Modules
  - Elder Abuse
  - Financial
  - Social Services
  - Caregiving
  - Healthcare NEW!
  - Legal NEW!
- NIEJI Innovation Grant
  - Native Elder Abuse Innovation Awards
  - Native Elder Maltreatment Survey

NIEJI

Restoring respect and dignity by honoring Indigenous elders
Presentations

- What is Elder Abuse?
- Financial Exploitation, Fraud, & Identity Theft
- NIEJI Resources
- Tribal EPT Toolkit
- Developing an Elder Protection Code
- Elder Abuse and Grandparent Abuse
- Research on Elder Abuse in Indian Country
- And others

Poster, fact sheets, place mats

NIEJI Training Modules

- Legal
- Policy
- Financial Exploitation
- Health Care
- Social Services
- Caregivers
NIEJI Innovation Grant

NIEJI Innovation Grant

NIEJI Innovation Grant is focused upon development of innovative ways to address the issue of elder abuse among American Indians, Alaska Natives, and Native Hawaiian programs.

The NIEJI Innovation Grant provides opportunities for tribes to:

- Develop elder abuse protection programs
- Gather tribal data about elder abuse in Indian Country
- Produce additional training materials for professionals on working with elder abuse in Indian Country

Opportunities

- Native Elder Abuse Innovation Awards 2017 Announcement (NEA)
- Elder Maltreatment Survey

Innovation Grantees

Cycle 1

- Confederated Salish & Kootenai Tribes (MT)
- Eastern Band of Cherokee (NC)
- Maniilaq Association (AK)
- Muckleshoot Tribe (WA)
- Ponca Tribe (NE)
- St. Regis Mohawk Tribe (NY)
- Shoshone-Bannock Tribe (ID)
- Spirit Lake Tribe (ND)

Cycle 2

- Knik Tribe (AK)
- Little Traverse Bay Band of Odawa Indians (MI)
- Oneida Nation (WI)
- Pascua Yaqui Tribe (AZ)
- Standing Rock Sioux Tribe (ND/SD)
- White Earth Band of Chippewa (MN)
- Wichita & Affiliated Tribes (OK)
- Winnebago Tribe (NE)

Native Elder Maltreatment Survey
Money Mules and Elder Financial Exploitation

This panel called attention to the role that “money mules” play in facilitating elder fraud schemes and discussed a novel Department of Justice initiative to reduce their participation in such schemes.

MODERATOR
James Burnham*, Deputy Assistant Attorney General, Consumer Protection Branch, Department of Justice

PANELISTS
Gustav Eyler*, Acting Director, Consumer Protection Branch, Department of Justice
Michael C. Galdo*, Assistant United States Attorney, Western District of Texas
Clayton Gerber*, Postal Inspector/Team Leader, DOJ Fraud Team, US Postal Inspection Service
Aaron J. Seres*, Assistant Section Chief, Federal Bureau of Investigation
Monica Tait*, Assistant United States Attorney, Central District of California

* No presentation
National Rural Health Day

SPEAKER
Tammy Norville
Technical Assistance Director, National Organization of State Offices of Rural Health
tamyn@nosorh.org
We’re Transforming
NRHD
FROM A DAY TO A MOVEMENT

National Rural Health Day | November 15, 2018

#PowerofRural

NOSORH Plans for NRHD 2018

Walk with a Doc

• Register a walk & find more info at www.powerofrural.org/walk-with-a-doc/
• Share with rural primary care providers, hospitals, and health clinics in your state!

#PowerofRural

TODAY - Social Media

Follow @NOSORH on Facebook & Twitter

#PowerofRural
Social Media Library

Downloadable social media graphics available in toolkit for Twitter, FB & Instagram!

#PowerofRural

Social Media

- Tag @NOSORH in posts, retweet, like and share NOSORH/NRHD posts
- Engage by commenting on posts and Tweets
- Always use #PowerofRural and encourage others to do the same!

Remember -

It's not just a Day
It's a Movement

Remember -

It's not just a tag line
It's a way of life

#PowerofRural
Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities

This panel explored how technology can be used to expand access to services and to enhance the ability of elder justice professionals to respond to elder abuse.

MODERATOR
Bryan Schroder*, United States Attorney for the District of Alaska

PANELISTS
Jason Burnett, Co-Director, Texas Elder Abuse and Mistreatment Institute-Forensic Assessment Center Network (TEAM-FACN), The University of Texas Health Science Center at Houston
Andrew Broderick, Director, Research Center, Public Health Institute
Bob Bullock, Senior Counsel, Office of Tribal Justice, Department of Justice
Alex Glazebrook, Director of Operations, Older Adults Technology Services

* No presentation
PANEL
Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities

PRESENTATION
TEAM Forensic Assessment Center Network

PRESENTER
Jason Burnett
TEAM Forensic Assessment Center Network

JASON BURNETT, CO-DIRECTOR (TEAM-FACN), THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER AT HOUSTON

1997
- In home medical and mental health capacity
- Region VI
- Expert Court Testimony

2017
- APS In-Home and Provider Investigations
- TEAM Forensic Assessment Center Network

Statewide:
- Telehealth Mental Capacity Assessments
- Case Staffing
- Forensic Records Reviews
- Employee Misconduct Registry Reviews

FaceTime

www.facntx.org
https://test.facntx.org
Benefits of the Web-based Portal

- User friendly and designed to capture and house already collected APS investigation data
- HIPAA compliant (i.e. sensitive data secure)
- It allows assessors to be anywhere in the state
- Similar to an electronic medical record
- Data storage for research purposes

Real time audio visual interactive technology (FaceTime)

- Real time audio visual interactive communication between the physician, the patient/client and the APS specialist
- FaceTime via Ipads and Iphones used for this - encrypted and not recorded - secure
- The long-distance evaluations are done in the same manner as in-person evaluations
Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities

Overview of Tribal Access Program for National Crime Information (TAP)

PRESENTER
Bob Bullock

https://www.justice.gov/tribal/tap
Overview of Tribal Access Program for National Crime Information (TAP)

Federal law:
- Both Violence Against Women Act (VAWA) 2005 and Tribal Law and Order Act (TLOA) of 2010 provide authorization for tribal law enforcement agencies to access national crime information databases

Challenges:
- Tribal participation in national criminal justice information sharing depends upon state regulations, statutes, and policies in which tribal land is located
- Tribes may face barriers to accessing and entering information into national crime information databases via state networks

Background

Risk of Inconsistent Access & DOJ Action
- Inconsistent access impacts both tribal and non-tribal jurisdictions
- If Tribal criminal justice community can’t contribute to national crime databases - tribal records are unavailable to other jurisdictions
- Responding officers, victims, and entire communities are at risk
- TAP expands access to all national crime information databases to all authorized tribal civil and criminal justice agencies

Tribal Access Program - TAP
- DOJ launched the TAP in 2015
- Managed by the DOJ Chief Information Officer but is a collaboration with Office of Tribal Justice, SMART, COPS, FBI CJIS, and tribes
- TAP is composed of three elements:
  
  ACCESS
  - DOJ serves as the CJIS Systems Agency (CSA) for federally recognized tribes:
    - DOJ assumes responsibility for granting network access, extending the model used by federal agencies to tribes.
    - DOJ ensures security training (i.e., personnel, IT, and physical), on-boarding/vetting (agency and individual users), training and testing, and auditing.

  TECHNOLOGY
  - DOJ provides integrated workstations:
    - Workstations feature a computer, palm/fingerprint scanner, camera, flatbed scanner, and printer to provide access to and enter data into national crime information systems.

  TRAINING
  - DOJ provides enhanced training and assistance:
    - TAP provides online and in-person training; assists tribes in analyzing needs and identifying/appropriating solutions to maximize the value of national crime information.
Technology: TAP Kiosk Workstation

- NGI Biometric database. Provides verification of identity and access to fingerprint-based criminal histories.
- NCID Criminal database containing information on property and persons
- NICS A national index of criminal histories, or rap sheets.
- Nlets Interstate Public Safety Information Sharing Network - access to state databases
- N-DEx A national investigative information sharing system
- LEEP Used to securely share sensitive information
- @LEO.gov

Criminal Justice Agencies

- Document tribal arrests and tribal court dispositions
- Access to investigative records to include DOJ Components
- Access unclassified criminal and national security intelligence products
- Access officer safety-related information including gang members & known or suspected terrorists
- Prevent guns from being transferred to prohibited persons
- Enter No Contact Orders
- Secure, encrypted email to exchange sensitive information
- Search and enter information about persons and property

Civil Agencies

- Register Sex Offenders
- Perform Background Investigations of persons having contact or control over Indian Children
- Respond to or investigate allegations of abuse, neglect, & exploitation of children
- Perform Background Investigation on public housing
- Enter Orders of Protection

Success Stories and Numbers

- Located the suspect in the kidnapping of a vulnerable adult and recovered the victim safely by accessing investigative reports from other jurisdictions
- Able to identify an unknown deceased individual through fingerprints
- Stopped a known drug user with mental problems who was found incompetent to stand trial from purchasing a weapon
- Prevented a person convicted of DV from purchasing a firearm after PD identified an imminent threat to former spouse
- A tribe entered all their Orders of Protection via TAP into national systems since the state required victims to take the orders to the county Sheriff for entry
- 47 tribes in the first 3 years, and just selected an additional 25 tribes
PANEL
Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities

PRESENTATION
Digital Literacy and Rural Elders

PRESENTER
Alex Glazebrook
Digital Literacy and Rural Elders

Rural & Tribal Elder Justice Summit
November 15, 2018

OATS 2004-2009: Redesigning Technology Access

• Training
• Technology labs
• Personnel
• Funding

What We Do

• Engage
  Meaningful participation
• Train
  Age-appropriate programs – Adult Learning Theory
• Support
  Consistency, patience, availability, transparency
2010 – 2013: Strategy in Action

• Senior Planet Exploration Center
• SeniorPlanet.org
• Connected Communities
• technology labs
• mobile training


• focus on impact areas
• metrics project
• rural communities
• public housing
• corporate partnerships
Senior Planet North Country
*Rural Upstate New York*

- Expanded our work to northern NY State in 2015
- Seven counties that border Canada
- Truly rural – dispersed communities, lack of resources, difficult terrain

**Making Rural Seniors a Priority**

- Live training in 7 towns, including Plattsburgh and Malone, NY
- The “Tech Spot”
- Senior Planet @ Home – serving those with mobility impairment
Our Rural Statistics

- Enrollment: 1100 (15% of eligible population)
- Median Age: 73
- With Disability: 40%
- Living Alone: 35%
- 83% reported QOL increased
- 40% purchased device
- 33% signed up for broadband
- 99% Net Promoter Score

The Future of Rural Technology Programs for Seniors

- The model is replicable to other states and rural settings
- The federal government should adopt the USDA’s recommendation of securing digital connectivity across rural America
- Technology should be used to empower older adults in rural geographies
Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities

PRESENTER
Andrew Broderick
Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities

Rural and Tribal Elder Justice Summit
November 15, 2018

Andrew Broderick

Beyond Here & There
Transforming Mobility in Rural America through New Technology

May 2–3, 2018
Berkeley, CA

A Working Summit for Leaders in Transportation, Technology, Rural Aging, and Philanthropy

Source: U.S. Census
LIFE EXPECTANCY VS. DRIVING EXPECTANCY

+6 YEARS FOR WOMEN
+10 YEARS FOR MEN

Why Mobility Matters

- Independence
- Social Determinant of Health
- Age-friendly Community Indicator
- Basic Human Right
What’s possible now?
Driving longer safely
Future tech-driven options
Harnessing the Power of Technology to Respond to Elder Abuse in Rural and Tribal Communities

Accessible Olli
Tools and Resources to Combat and Report Elder Financial Exploitation

This session showcased available tools to combat elder financial exploitation, including web modules, databases, trainings and guides.

MODERATOR
Matt Dummermuth, Principal Deputy Assistant Attorney General, Office of Justice Programs, Department of Justice

PANELISTS
Kati Daffan, Assistant Director, Division of Marketing Practices, Federal Trade Commission
Naomi Karp, Senior Policy Analyst, Office for Older Americans, Bureau of Consumer Financial Protection
Julie Schoen, Deputy Director, National Center on Elder Abuse, Keck School of Medicine at USC
Andy Mao, Coordinator, Elder Justice Initiative, Department of Justice
Tools and Resources to Combat and Report Elder Financial Exploitation

Office of Justice Programs

PRESENTER
Matt Dummermuth
**OJP MISSION**

- The Office of Justice Program’s mission is to advance the DOJ’s law enforcement mission by supporting cooperative, state, local, and tribal public safety efforts. OJP is the primary grant funding, research, and statistical arm of the Department of Justice.
- In Fiscal Year 2018, OJP awarded almost 4,000 grants totaling nearly $6 billion to support a range of law enforcement, criminal justice, juvenile justice, and victim service programs.
- Some of our top priorities are reducing violent crime, combating the opioid crisis, fighting human trafficking and child exploitation, and serving victims across the spectrum, including seniors.

**OJP COMPOSITION**

OJP is made up of six program offices. These are the components that administer the grants and underwrite our research and statistical functions:

1. Bureau of Justice Assistance
   - Provides funding and training to state, local, and tribal law enforcement and other justice personnel

2. Bureau of Justice Statistics
   - Collects, analyzes, and reports nationwide criminal justice statistics, including crime and crime victims

3. National Institute of Justice
   - Provides funding and manages DOJ’s research, evaluation, and technology programs

4. Office of Juvenile Justice and Delinquency Prevention
   - Provides funding and training for juvenile justice and child protection programs

5. Office for Victims of Crime
   - Provides funding and training for thousands of local victim assistance programs and state victim compensation programs

6. Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking
   - Helps state and local jurisdictions register and track sex offender
Tools to Combat and Report Elder Financial Exploitation

PRESENTER
Kati Daffan
202 326 2727
kdaffan@ftc.gov

Report Fraud to the FTC
FTC.gov/complaint or
FTC.gov/queja
1 877 FTC HELP
Tools to Combat and Report Elder Financial Exploitation

Kati Daffan, Division of Marketing Practices, Bureau of Consumer Protection, FTC

Rural and Tribal Elder Justice Summit
November 15, 2018

Overview

- FTC 101
- Key Fraud-Fighting Tool: Consumer Sentinel Database
- New Public Interactive Data
- What Does the Data Tell Us?
- Other Free Resources from the FTC

Federal Trade Commission

FTC.gov

- Nation’s Consumer Protection Agency
  - Broad jurisdiction; unfair/deceptive acts or practices
- Member of Elder Justice Coordinating Council
- Headquarters in Washington, D.C.
  - Regional offices: New York, Atlanta, Cleveland, Chicago, Dallas, Seattle, Los Angeles & San Francisco

- Operated by the Federal Trade Commission
- Largest consumer complaint database
- 2.7 million reports in 2017
  - 49% included consumer age information
- New computer-based analytics can provide federal district-specific information
Sentinel Access

- Federal, State and Local Law Enforcement
- Civil and Criminal
- Including U.S. Attorney personnel

New Public Interactive Data Access

Interactive Dashboards

Interactive Dashboards
When people report losing money to a scam: 26% now pay with a gift card or reload card compared to 7% in 2015.

Federal Trade Commission

Percentage of Reports Indicating a Monetary Loss by Age

Median Individual Monetary Loss Reported by Age

Consumer Fraud Reports per Million by Age

Median Loss by Age

When people report losing money to a scam:
26% now pay with a gift card or reload card compared to 7% in 2015.
Seniors are more likely to report losing money to some specific types of scams.

Top Payment Methods and Total Amount Paid (Ages 60 and Over)

- Credit Cards: 32% of reports, $21M
- Wire Transfer: 19%, $64M
- Prepaid Cards: 17%, $14M
- Bank Account Debit: 14%, $9M
- Check: 9%, $20M

Median Loss Reports by Age and Method of Contact

Median Loss Reports by Contact Method:
- Phone: $1,099
- Email: $413
- Internet - Web Site - Others: $516
- Mail: $295
- Consumer Initiated Contact: $270

Resources for Reaching Older Consumers

FTC.gov/PassItOn
FTC.gov/pasalo (Spanish)
Keep up with the latest scams and share with your community

- Sign up for scam alerts at FTC.gov/scams
- Share these alerts on your website, in your newsletter or emails, or on social media

Resources for Reaching Older Consumers - State Webinar Series

Federal Trade Commission Webinar

Fighting Consumer Fraud & Identity Theft in Every State

consumer.gov/statewebinars

Use and Share Free FTC Resources

FTC.gov/bulkorder

FTC Resources - Criminal Liaison Unit

Chief – Mark Glassman, clu@ftc.gov
PANEL
Tools and Resources to Combat and Report Elder Financial Exploitation

PRESENTATION
Tools to Combat and Report Elder Financial Exploitation

PRESENTER
Naomi Karp
Tools to Combat and Report Elder Financial Exploitation
Office of Financial Protection for Older Americans | November 15, 2018

Disclaimer

- This presentation is being made by a Bureau of Consumer Financial Protection representative on behalf of the Bureau. It does not constitute legal interpretation, guidance or advice of the Bureau of Consumer Financial Protection.
- Any opinions or views stated by the presenter are the presenter’s own and may not represent the Bureau’s views.

About the Bureau

The Bureau of Consumer Financial Protection (Bureau) regulates the offering and provision of consumer financial products and services under the Federal consumer financial laws, and educates and empowers consumers to make better informed financial decisions.

Office of Financial Protection for Older Americans

- We develop initiatives, tools, and resources to:

  - help protect older consumers from financial harm
  - help older consumers make sound financial decisions as they age

Learn more about us at consumerfinance.gov/older-americans
Managing Someone Else's Money guides

- Help for financial caregivers handling the finances for a family member or friend who is incapacitated
- Guides for four common types of financial caregivers:
  - Agents under a Power of attorney
  - Guardians and conservators
  - Trustees
  - Social Security and Department of Veterans Affairs (VA) representatives
- Available in English and Spanish
- State-specific guides: AZ, FL, GA, IL, OR, VA

What is a fiduciary?

Anyone named to manage money or property for someone else

What's a power of attorney?

- Legal document
- Mom made a power of attorney to give daughter legal authority to make decisions about money/property
- Daughter can make decisions if Mom is sick or injured
- Daughter is called the AGENT
- Health care power of attorney is different

What's a rep payee? What's a VA fiduciary?

- Government agency may appoint someone to manage Mom's benefits if she needs help managing those benefits
- Social Security Admin. calls that person a representative payee
- Dept. of Veterans Affairs calls that person a VA fiduciary
- Rep payees and VA fiduciaries only manage Mom's benefit checks – not other property, financial affairs or medical matters
What’s a **guardian of property**?

- A court names someone to manage Mom’s money and property if the court finds that she can’t manage it alone
- Mom might also have a guardian of the person, if she can’t make her own health care or other personal decisions
- Could be same or different person
- Different states, different terms – e.g. conservator, guardian of estate

What’s a **trustee**?

- Trusts differ – we’re talking about revocable living trusts
- Mom signs a legal document called a living trust, making son her trustee
- Mom transfers ownership of money and property to the trust
- Trustee can pay bills or make other financial and property decisions if Mom can no longer manage her money or property
- Beneficiaries receive money or property from the trust

Protecting individual from exploitation/scams

- Common signs of financial exploitation
- What to do if the individual has been exploited
- How to protect the individual from scams
- What to do if the person has been scammed
- Chart of common consumer scams

Money Smart for Older Adults

- An awareness program developed in collaboration with the FDIC.
- Content on common issues facing seniors, including how to identify a potential scam or fraud and other forms of exploitation
- Instructor-led curriculum
- Resource Guide available in bulk at no charge
- Content updated Sept. 2018
- Available in English and Spanish
Curricula Components

- The Instructor Guide is fully scripted enabling professionals from many disciplines to begin teaching the module right away.
- The Resource Guide is designed to support classroom instruction by providing key takeaways and can also be distributed to older persons and others on its own.
- The PowerPoint presentation that supplements classroom instruction.

MSOA Topics

- Common Types of Financial Exploitation
- Scams that Target Homeowners
- Scams Targeting Veterans
- Planning for Unexpected Life Events
- How to Be Financially Prepared for Disasters

Examples of Elder Financial Exploitation

- Exploitation by an agent under a POA or person in another fiduciary relationship
- Investment fraud and scams
- Theft of money or property by family members, caregivers, or in-home helpers
- Lottery and sweepstakes scams

Examples of Elder Financial Exploitation (Cont.)

- Grandparent/Imposter scams
- Tax and debt collection scams
- Charity scams
- Telemarketer, mail offer or salesperson scams
Joint Memorandum on Financial Institution and Law Enforcement Efforts to Combat Elder Financial Exploitation

- Issued by the Bureau, FinCEN and Treasury in August 2017
- Highlights key role of financial institutions in detecting, responding to, and preventing elder financial exploitation
  - Filing SARs
  - Reporting to law enforcement and Adult Protective Services

Joint Memorandum (Cont.)

- Encourages collaboration among financial institutions, law enforcement and Adult Protective Services
- Explains law enforcement use of SARs in elder financial exploitation cases
  - SARs can trigger investigation, support ongoing investigation
  - Explains the restrictions on access and use of SARs
  - Tells law enforcement how to make a SAR-related inquiry

Fraud Prevention Placemats

- Paper placemats include information to help older adults avoid common financial scams.
- Placemats can be used at group meal sites, or by community or faith-based organizations, financial institutions, and other groups in a variety of ways.
- Check out the companion resource with tips and information to reinforce the messages on the placemats.
- Placemats are free to download or order in bulk.

Companion toolkit

Help protect seniors in your community
Companion lesson plan
Result of user testing: Game placemats

Other Bureau Initiatives and Tools

- Protecting Residents from Financial Exploitation: A Manual for Assisted Living and Nursing Facilities
- Financial Institutions Advisory on Preventing and Responding to Elder Financial Exploitation
- Planning for Diminished Capacity and Illness
- Complaint process

Bureau Resources

- Visit us: onsumerfinance.gov/olderamericans
- Join our mailing list for news and updates on resources
- Order materials in bulk
- Contact us olderamericans@cfpb.gov
PANEL
Tools and Resources to Combat and Report Elder Financial Exploitation

PRESENTATION
The National Center on Elder Abuse

PRESENTER
Julie Schoen
NCEA GOAL STATEMENT

To improve the national response to elder abuse, neglect, and exploitation by
a) gathering, housing, and disseminating current information,
b) stimulating and identifying new approaches, and
c) detecting and addressing gaps in the field

We will be the entity others look to when they need state-of-the-art information and we will push the field forward

NCEA ACL WEBSITE
The EAGLE has landed!

Elder Abuse Guide for Law Enforcement
Designed to support Law Enforcement officers in quickly identifying, intervening, and reaching elder abuse situations
- Tools to assist in documenting a case for prosecution
- ZIP code-based community resources locator
- State-by-state penal codes relating to elder abuse

Contact Us
- eaglehelp@usc.edu
- eagle.trea.usc.edu

CONNECT WITH US ON SOCIAL MEDIA
- @NationalCenteronElderAbuse
- @NCEAatUSC
- storify.com/NCEAatUSC
- gero.usc.edu/cda_blog/

NCEA e-Newsletter and NIH Elder Abuse Listserv
e-mail ncea-info@aoa.hhs.gov to join

CONNECT WITH NCEA

National Center on Elder Abuse
1-855-500-3537 (ELDR)
ncea-info@aoa.hhs.gov

NCEA, ACL Website:
https://ncea.acl.gov/

NCEA, USC Center on Elder Mistreatment Website:
http://eldermistreatment.usc.edu/

Training Resources on Elder Abuse (TREA):
www.trea.usc.edu
PANEL
Tools and Resources to Combat and Report Elder Financial Exploitation

PRESENTATION
Tools to Combat Financial Exploitation

PRESENTER
Andy Mao
Gathering Financial Records

Financial records are the most important piece of any financial exploitation investigations. Investigators should first try to obtain a consent search and then subpoena account information from the alleged victim’s bank or credit unions where they maintain a checking and/or savings account. For best results, consider requesting:

- Monthly statements for any and all accounts held individually and jointly by the alleged victim (for a two-year period)?

- Loans, line of credit, and/or credit card statements and documents

- Credit Report(s)

- Loans, line of credit, and/or credit card statements and documents

- Credit Report(s)
Analyzing Bank Statements — Follow the Money!

Once you have received the bank statements and supporting records from the financial institution, the real investigation begins, and you’re ready to enter data! An editable Bank Statement Analysis template is available for download on the SAFTA site, and this section of the Guide will walk you through the data entry and analysis process. Copy and paste the following link in your internet browser, and download the Microsoft Excel file:

Microsoft Excel is a powerful tool for analyzing financial data. The [Draft SAFTA Tool] Bank Statement Analysis template is a Microsoft Excel workbook that allows users to sort, filter, and summarize transactions from a victim’s bank statements, by date, category, or other important characteristics, so that patterns are more easily observable.

Suspect and Victim Data Entry
Enter Bank Account Information
Enter Monthly Bank Statement Summary Data
Enter Transaction Data
Populate Dashboard

Nine buttons to help navigate workbook
Six key buttons are Enter Case Details through Populate Dashboard
Other buttons:
Show Case Details – expands workbook to show all tabs.
Navigate to Admin Tab – helps users customize administrative items like access to the workbook, specific fields that appear in popup menus, etc.
Clear Data and Start New Workbook – returns workbook to template form.

Case Number
Victim’s Name
Lead Investigator
Notes
Investigation Start End Date of Investigation
Number of Suspects Further Customization
## ENTER BANK ACCOUNT INFORMATION

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<th>Bank Institution</th>
<th>Account Type</th>
<th>Account Owners</th>
<th>Owner Type</th>
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<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

- Victim
- Suspect
- Both
- Unknown
- Other

### ENTER MONTHLY BANK STATEMENT SUMMARY DATA

Enter summary data from the face of bank statements:

- Statement Date
- Beginning Balance
- Deposits
- Transfers In
- ATM Withdrawals
- Checks
- Debit Card Purchases
- Transfers Out
- Other Withdrawals
- Ending Balance

Automatically populates Statement Summary Tab

### STATEMENT SUMMARY TAB

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<th>Deposit or Withdrawal</th>
<th>Transaction Type</th>
<th>Check No.</th>
<th>Payor/Payee</th>
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- Highlight areas of concern
- Make notes on important facts or changes in patterns
- Future version to have built in analytics

### ENTER TRANSACTION DATA

Records important elements of bank statement data for detailed analysis:

- Statement Date
- Transaction Date
- Deposit or Withdrawal
- Transaction Type
- Check No.
- Payor/Payee
- Amount
Allows for the recording of additional data for analysis:
- Location
- Memo
- Signature
- Endorsement
- Bank Stamp

Series of charts and graphs automatically generated from data:
- Line graph
- Bar graph
- Pie chart

Customizable

Balance of Account

Withdrawals By Type
• Organizes and sums data chronologically
• Allows for fast, easy analysis of account activity
• Slicers

PIVOT TABLE TAB

PIVOT TABLE SLICERS:
ATM USE BEFORE SUSPECT’S INVOLVEMENT
TO USE OR TEST SAFTA, PLEASE CONTACT:

Joseph Marcus
marcus@theIACP.org

WHAT IS THE NATIONAL ELDER ABUSE COMMUNITY?

An online forum hosted by the California District Attorneys Association on its Sidebars platform, where prosecutors and investigators from across the country can come together and collaborate on issues involving elder abuse prosecution.
FEATURES OF THE COMMUNITY

**Discussions**—Participants can choose Real Time or Daily Digest options for notification of new posts to the forum.

**Resource Library**—A private knowledge-base of best practices with sample documents (briefs, memorandum, points and authorities), policies, articles, manuals, reference guides, meeting minutes, and videos. Items in the library are archived and searchable.

**Announcements**—Learn about upcoming events and meetings.

**Responsive Format**—Participants have a positive experience regardless of the Internet browser they use or how they access Communities—from a desktop computer, mobile device, or tablet.

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WANT TO JOIN?

Go to [http://sidebars.cdaa.org](http://sidebars.cdaa.org) and click on the “elder Abuse” link at the top right of the page.

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WELCOME TO THE COMMUNITY!

Thank you for your interest in the National Elder Abuse Community—an online forum for prosecutors and investigators working in the area of elder abuse. This community is by invitation only and members are vetted. If you would like to receive an invitation, please follow these two steps:

**STEP ONE**
Create a profile by clicking HERE.  
Be sure to retain the Username and Password you create.

For security purposes, only individuals with a government-agency email address will be permitted to join this community.

**NOTE:** if you are a CDA member or if you have registered to attend a CDA training event, you already have a profile and do not need to create another one—you can proceed to **STEP TWO**.

**STEP TWO**
Send an email request to join to one of the moderators listed below.
The Path Forward

This panel previewed future opportunities and initiatives.

MODERATOR
Marc Krickbaum*, United States Attorney for the Southern District of Iowa

PANELISTS
Nancy A. Berryhill*, Acting Commissioner, Social Security Administration
Darlene Hutchinson, Director, Office for Victims of Crime, Office of Justice Programs, Department of Justice
Deborah Cox Roush*, Director, Senior Corps, Corporation for National and Community Service

* No presentation
PANEL
The Path Forward

PRESENTATION
The Path Forward

PRESENTER
Darlene Hutchinson
Darlene.L.Hutchinson@ojp.usdoj.gov
History & the Crime Victims Fund (CVF)

- In 1982, President Reagan established the President's Task Force on Victims of Crime, to assess the treatment of crime victims throughout the nation. The Task Force concluded:
  
  "The innocent victims of crime have been overlooked, their pleas for justice have gone unheeded, and their wounds — personal, emotional, and financial — have gone unattended."

- The Task Force offered 68 recommendations, resulting in:
  - The Victims of Crime Act (VOCA) in 1984, which established the Crime Victims Fund.
  - An 1988 amendment to VOCA created the Office for Victims of Crime (OVC).

Crime Victims Fund - An Overview

- OVC administers the Crime Victims Fund, a significant source of support for victim services throughout the United States.
- **The Fund does NOT rely on tax dollars.** It consists primarily of fines from convicted federal offenders.
- Each year, Congress allocates an amount from the Crime Victims Fund for OVC to administer. In FY 2018, Congress set the "appropriations cap" at $4.436 BILLION, the highest amount ever!
- Each year, OVC's appropriations cap also covers the expense for victim-witness coordinators in 94 U.S. Attorney's Offices, plus FBI Branch Offices nationwide, as well as the victims' units at the Washington DC headquarters for EOUSA and FBI.

OVC Supports States, Territories & Tribes

- **State Victim Compensation Program:** Provides financial assistance and reimbursement to victims for crime-related expenses, including medical and dental care, counseling, funeral and burial expenses, travel, and lost income.
- **State Victim Assistance Program:** Supports thousands of non-profit and system-based programs nationwide that provide direct services to survivors, including crisis counseling, information and referrals, criminal justice support and advocacy, shelter, therapy, and additional assistance.
- In FY 2018, OVC's Funding to States: Totaled $3.4 BILLION — including $128 million for victim compensation programs and $3.328 BILLION in victim assistance, plus $101 million to tribes.

Victim Compensation for Elder Abuse

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<td>District of Columbia: 6</td>
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**Top 6 States Each Year**
Victim Assistance for Elder Abuse

Assistance Through OVC-Funded Programs

- Elder Abuse or Neglect
- Identity Theft/Fraud/Financial Crime
- Burglary
- All Other Victimization Types

0 2,000 4,000 6,000 8,000 10,000 12,000

FY 2017 FY 2016

VOCA-Funded Elder Abuse Programs

- **Alabama** <<< An Example
  - Elderly and Disabled Adult Victim Services (EDAVS) provides short-term services to elderly and disabled victims of abuse, neglect, and exploitation.
  - Provides in-home sitter or homemaker services to ensure victims’ safety and avoid unnecessary out-of-home placement. Or in an emergency, EDAVS funds short-term out-of-home placement (to a nursing home, assisted living, etc.).
  - Funded through Alabama Department of Economic & Community Affairs (OVC’s State Administering Agency for VOCA funding).

- **Pennsylvania** <<< An Example
  - The SeniorLAW Center provides civil legal services, direct individual representation, and community education on a variety of topics to low-income Philadelphia residents who are 60 and over.
  - The Center also provides information and referral services and advice via a statewide SeniorLAW Helpline.
  - The SeniorLAW Center is funded through the Pennsylvania Commission on Crime and Delinquency (OVC’s State Administering Agency for VOCA funding).

Check out our website [www.ovc.gov](http://www.ovc.gov) for ideas and great resources!
VOCA-Funded Elder Abuse Programs

- **Tennessee** <<< An Example
  - The Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) program provides victim advocates who will seamlessly locate, coordinate, and ensure the provision of victim-centered direct services (and referrals to various resources) for older and vulnerable adults who are victims of crime.
  - CREVAA is funded through the Tennessee Office of Criminal Justice Programs (OVC’s State Administering Agency for VOCA funding).

Resource Map of Victim Services & Information

- State victim compensation and assistance programs
- Victim assistance online directory
- Information on reporting crime victims’ rights violations
- Victims’ rights legal provisions
- Conferences and events
- Statistics
- Statewide performance reports

https://www.ovc.gov/map.html

Addressing Elder Financial Exploitation

- In FY 2018, OVC asked for “field-generated innovations” and awarded $3 million to fund six projects in Illinois, Michigan, New York and Virginia.
- Each grantee will enhance services to senior victims of financial exploitation based on the needs of their community.
- Innovative collaborations with the financial industry can detect fraud and respond to victims with trauma-informed, age-appropriate services and resources.

OVC’s Proposed Programs for FY 2019

- OVC seeks to “Transform Our Response to Elder Abuse,” funding nearly $18 million in projects to assist up to 60 communities. Areas of focus may include:
  - Expand Multi-Disciplinary Teams to ensure effective collaboration while minimizing trauma to victims and restoring safety.
  - Direct Civil Legal Services for Senior Victims, placing approximately 40 attorneys throughout the U.S.
  - Enhance technology to connect elderly victims to resources.
- Plus, OVC will prioritize needs assessments related to complex issues affecting older crime victims (such as transitional housing) and other gaps in services, particularly in rural and tribal areas.